UNITED STATES PATENT AND TRADEMARK OFFICE

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ART UNIT	PAPER NUMBER
2162	

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Please find below and/or attached an Office communication concerning this application or proceeding.

	Application No.	Applicant(s)
Office Action Summary	09/922,811	SMET, FRANCIS DE
	Examiner	Art Unit
	Cam Y T. Truong	2162

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) ☒ Responsive to communication(s) filed on <u>28 August 2006</u>.

2a) ☐ This action is **FINAL**.   2b) ☒ This action is non-final.

3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) ☒ Claim(s) <u>1-4,6-8,10 and 13-16</u> is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5) ☐ Claim(s) _____ is/are allowed.

6) ☒ Claim(s) <u>1-4, 6-8, 10, 13-16</u> is/are rejected.

7) ☐ Claim(s) _____ is/are objected to.

8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) ☐ The specification is objected to by the Examiner.

10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a) ☐ All b) ☐ Some * c) ☐ None of:

      1. ☐ Certified copies of the priority documents have been received.

      2. ☐ Certified copies of the priority documents have been received in Application No. _____.

      3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)

2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3) ☐ Information Disclosure Statement(s) (PTO/SB/08)
    Paper No(s)/Mail Date _____.

4) ☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____.

5) ☐ Notice of Informal Patent Application

6) ☐ Other: _____.

DETAILED ACTION

1.   Applicant has amended claims 1-4, 6-9, and15 in the amendment filed on

8/28/2006.

Claims 1-4, 6-8, 10, 13-16 are pending in this Office Action.

Response to Arguments

2.   Applicant's arguments filed 8/28/2006 have been fully considered but they are

not persuasive.

Applicant argued on page 10-12 that neither the Busey nor the Szlam nor

Pickering teach "the step of a human assistant conducting a dialogue to formulate a first

information request and then subsequently directing the first information request to an

adjunct search assistant in the basis of the information request so that the adjunct

search assistant can formulate an adapted information request".

In response to applicant argument, It is important to note, applicant's assertions

are not explicitly stated in either of the independent claims 1, 13, 14 and 15. There is

not mention "subsequently" in the claims. Applicant cannot rely on the specification to

impart to the claims limitations not recited therein. Such reliance is ineffective to define

over the prior art. In re Lundberg, 244 F2d 543, 113 USPQ 530 (CCPA 1957); In re

Winklans, 188 USPQ 129 (CCPA 1975). Applicant is further reminded of the clear

difference between reading the claims in light of the specification as allowed by 35

U.S.C. 112, 6th paragraph, and by In re Donaldson 29 USPQ2d, 1845, 16 F.3d 1189

(Fed. Cir, 1994), and reading limitations of the specification into the claims In re Prater

415 F2d 1393, 162 USPQ 541 (CCPA 1969). The Applicant always has the opportunity

to amend the claims during prosecution and broad interpretation by the examiner

reduces the possibility that the claim, once issued, will be interpreted more broadly than

is justified. In re Prater 162 USPQ 541, 550-51 (CCPA 1969). Therefore, the

aforementioned assertion is moot.

However, Goedken in response to a message from a first information requester

12 asking (How do bats see in the dark?) as a first version, and information custodian

14 may include the question synonym (How do bats use radar?) as a second version. In

particular, the information custodian 14 may amend the question segment 28 and/or he

may include a question synonym segment to facilitate subsequent automatic and/or

manual retrievals. The above information shows that the custodian 14 reformulates the

question of the requester 12 after receiving the question of the requester 12. The

amended question is represented as an adapted information request (figs. 5&6, col. 20,

lines 36-39; col. 32, lines 55-58).

Busey teaches the CIU manages the physical communications channels

between customers and agents. The CIU module provides real-time text discussion, or

chat, with multimedia extensions allowing agents and customers to interact immediately

to solve a particular problem. The CIU also provides a number of interfaces to

extension modules, including computer-telephony integration (allowing customers to

request a telephone call- back) and H.323 (i.e., "voice packet," or "packet over IP") to

PBX integration. The latter function allows agents to speak with a customer via their

telephone handset, while the customer uses an Internet phone (H.323 compliant

software) on their end of the connection (col. 7, lines 5-18).

Szlam teaches that the system administrator must manually select which agents

are to be assigned to different campaigns. Each campaign is related to a call (col. 9,

lines 10-20; col. 9, lines 35-62; col. 10, lines 55-60).

Pickering teaches the Call center administrator may assign tasks or work to one

or more selected agents 226 (or to all of them) by inserting

an interaction 214 into the call center workflow. The interaction 214 may include

a task or job to be performed by one or more agents 226. Such a task may be

related to customer interactions or may be entirely independent thereof. The agents,

who initially handle calls or tasks, will answer customer's question. The

above information shows that the call center administrator has below her a list of

agents who are specialized in one or more field to answer customers' questions.

Agents are represented as human search assistants. The call center

administrator is represented as a head human search assistant (col. 10, lines 1-

7; col. 9, lines 49-51; col. 5, lines 11-13).

As discussed above, the combination of the Goedken in view of Busey and

Emens and the combination of Goedken in view of Busey and Emens teach " a human

assistant conducting a dialogue to formulate a first information request and then

subsequently directing the first information request to an adjunct search assistant in the

basis of the information request so that the adjunct search assistant can formulate an

adapted information request".

Thus, prima facie cases of obviousness are maintained.

Claim Rejections - 35 USC § 112

3.   The following is a quotation of the first paragraph of 35 U.S.C. 112:

> The specification shall contain a written description of the invention, and of the manner and process of making and using it, in such full, clear, concise, and exact terms as to enable any person skilled in the art to which it pertains, or with which it is most nearly connected, to make and use the same and shall set forth the best mode contemplated by the inventor of carrying out his invention.

4.   Claim 1 is rejected under 35 U.S.C. 112, first paragraph, as failing to comply with the enablement requirement. The claim(s) contains subject matter which was not described in the specification in such a way as to enable one skilled in the art to which it pertains, or with which it is most nearly connected, to make and/or use the invention. The claimed limitation "wherein the at least one human search assistant includes one or more head human search assistants" in claim 1, page 3, lines 11-12, was not described in the specification in such a way as to enable one skilled in the art to which it pertains, or with which it is most nearly connected, to make and/or use the invention.

Claim Rejections - 35 USC § 103

5.   The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

6.   Claims 1, 2, 3, 6, 7, 8, 10, 13 and 16 are rejected under 35 U.S.C. 103(a) as

being unpatentable over Goedken (US 6393423) in view of Busey et al (or hereinafter

"Busey") (US 6377944) Szlam et al (or hereinafter "Szlam") (US 5594791) and Emens

et al (or hereinafter "Emens") (US 6487553).

As to claim 1, Goedken teaches a method for searching information on the

Internet (col. 21, lines 45-47) comprising:

"providing a computer linked to the Internet" as (fig. 10);

"accessing at least one search assistant via a web browser on the computer

linked to the Internet to search for information on the Internet" as the database

manger 140, which includes a search engine associated with the portal 144, is

responsive to information request 18 from a searcher or a user to search the

knowledge database 136 for a reply to the information request 18. If the

database manger 140 is unsuccessful in its search, the selector 110 of the

apparatus 10 could be activated to initiate a search for an information custodian

14 that can rely to the information 18. To answer this request, information

custodians 14 are preferably authorized to search the knowledge database 136

for pre-existing answer on the Internet. For example, after Dr_McWilliams indirectly

receives the information request 18 of a user 12, the DrMcWilliams

provides an answer to the user indirectly. The above information shows that the

information custodian 14 or DrMcWilliam helps the user when searching

information on the Internet. The custodian 14 is represented as one search

assistant (figs. 4-8& 10, col. 21, lines 64-67; col. 22, lines 1-7; col. 20, lines 20-

24),

"wherein the at least one search assistant is human and specialist in searching

on the Internet" as from time to time an information request message 18 will be

routed to an information custodian 14 even though an answer to that information

request exists in the database 136. To address this issue, information

custodians 14 are preferably authorized to search the knowledge database 136

for pre-existing answers. If the custodian 14 finds such an answer, he/she is

preferably authorized to add at least a portion of the current information request

message 18 to the knowledge database 136 as a synonym of the previously

stored request, and to prompt the database manager 140 to initiate the

preparation of a final answer message 24 comprising the previously stored

answer" (see col. 20, lines 20-30). In addition, "a information custodian 14 may

wish to limit the answer request messages 20 he receives to those where a

novice level reply is expected " (see col. 27, line, 39-41).

Clearly, the information custodian 14 is a human who is referred to as

"he/she".

In particularly, Goedken teaches that whenever an information request 18

from a requester 12 is received by the apparatus 10, the database manager 140

conducts a search of the knowledge database to find an answer for responding

to the information request 18 from the requester 12. If the database manager

140 cannot retrieve an answer from a database 136, the information request 18

is passed to the selector 10 to initiate the preparation of an answer request

message 20 to be routed to one or more information custodian 14. To address

this issue, information custodians 14 are search knowledge database 136. If the custodian 14 finds an answer, he/she prompts the answer to the database manager to initiate the preparation of a final answer message24 for subsequent routing to the information requestor 12 (col. 19, lines 34-67; col. 20, lines1-30).

As seen above information, the information custodian assists the requestor 12 in searching to find an answer by searching the database 136. Thus, the information custodian is specialize in searching and can assist with searching;

"transmitting the first information request over the Internet to the at least one human search assistant" as (figs. 5&6, col. 20, lines 36-39; col. 32, lines 55-58);

"to formulate a first information request; who then reformulates the first information request into an adapted information request associated with the first information request" as in response to a message from a first information requester 12 asking (How do bats see in the dark?) as a first version, and information custodian 14 may include the question synonym (How do bats use radar?) as a second version. In particular, the information custodian 14 may amend the question segment 28 and/or he may include a question synonym segment to facilitate subsequent automatic and/or manual retrievals. The above information shows that the custodian 14 reformulates the question of the requester 12 after receiving the question of the requester 12. The amended question is represented as an adapted information request (figs. 5&6, col. 20, lines 36-39; col. 32, lines 55-58),

"applies the adapted information request on at least one search robot for

accessing information related to the first information request, the adapted information

request being placed through an Internet Service Provider which communicates search

obtained by the at least one search robot to the head human search assistant via a web

browser" as after receiving the question 18 of the user 12, the information custodian 14

may amend the question segment 28 and/or he may include a question synonym

segment to facilitate subsequent automatic and/or manual retrievals and search an

answer in the knowledge database 136. The knowledge database 136 is stored in a

portal 144 that includes a first type of search engine 148. This search engine is typically

responsive to a query received from a searcher to search for web sites having

addresses on the Internet. If the custodian 14 finds such an answer, he/she is

authorized to prompt the database manager 140 to initiate the preparation of a final

answer message 24. For example, after receiving a question from user name John_Doe

indirectly, the custodian 14 or Dr_McWilliams provides an answer including a web site

that contains more information. The above information shows that the custodian 14

applies the amended question to the search engine 148 for accessing information in the

knowledge database 136; thus, the custodian 14 or Dr_McWilliams can provide an

answer to the user John_Doe indirectly (figs. 4-8&10, col.32, lines 55-58; col. 20, lines

25-31). Applicant defined that "search robot" means "search program which can sour

the Internet in searching of the requested information" (page 1, lines 26-28). The

search engine is a program that searches for keywords in a database (Computer

Dictionary, page 424, col. Right, lines 30-33). Thus, the search engine 148 is

represented as the search robot.

Goedken does not explicitly teach the claimed limitations:

" conducting a dialogue with the at least one human search assistant over

the Internet and in real time; wherein the one or more head human search assistants

direct the first information request to an appropriate one of the specialized adjunct

human search assistants; the at least one human search assistant include one or more

head search assistants having below them a number of specialized adjust human

search assistants who each is specialized in one or more fields; the head human search

assistant offering a user a selection of the search results in order for the user to make a

first information selection based on the first information request displayed via the web

browser".

Busey teaches the claimed limitations:

"conducting a dialogue between with the at least one human search assistant

over the Internet and in real time" as the CIU manages the physical communications

channels between customers and agents. The CIU module provides real-time text

discussion, or chat, with multimedia extensions allowing agents and customers to

interact immediately to solve a particular problem. The CIU also provides a number of

interfaces to extension modules, including computer-telephony integration (allowing

customers to request a telephone call- back) and H.323 (i.e., "voice packet," or "packet

over IP") to PBX integration. The latter function allows agents to speak with a customer

via their telephone handset, while the customer uses an Internet phone (H.323

compliant software) on their end of the connection (col. 7, lines 5-18);

" the at least one human search assistant include one or more head search

assistants having below them a number of specialized adjust human search assistants

who each is specialized in one or more fields" as an agent supervisor or administrator

can set the default handling mechanism--allowing a customer to browse a list of

matches or to forward the existing, but insufficient, match to an agent for resolution. If,

for example, a display of a list of matches is the default, the system executes step 318

to show the list. Else step 316 is performed to create an online task and to invoke the

WebACD as discussed below. The customer can be allowed to reformulate the

question before escalation to the WebACD, as desired. The customer can be provided

with a check box, button or other web page control asking whether the answer is

satisfactory. The above information shows that the agent supervisor to supervise the

user for consulting (col. 10, lines 36-52).

Emens teaches the claimed limitation "the head human search assistant

offering a user a selection of the search results in order for the user to make a

first information selection based on the first information request displayed via the

web browser" as a user is able to select results from a search which the user

desires to carry over into a subsequent of search (col. 5, lines 1-5).

Szlam teaches the claimed limitation " wherein the one or more head human

search assistants direct the first information request to an appropriate one of the

specialized adjunct human search assistants" as the system administrator must

manually select which agents are to be assigned to different campaigns. Each

campaign is related to a call (col. 9, lines 10-20; col. 9, lines 35-62; col. 10, lines 55-60).

It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to apply Busey's teaching of providing real-time text discussion, or chat, with multimedia extensions allowing agents and customers to interact immediately to solve a particular problem and an agent supervisor or administrator can set the default handling mechanism--allowing a customer to browse a list of matches or to forward the existing, but insufficient, match to an agent for resolution and Emens's teaching of a user is able to select results from a search which the user desires to carry over into a subsequent of search and Szlam's teaching of the system administrator must manually select which agents are to be assigned to different campaigns to Goedken's system in order to assign agents to calls, which need the special skills of those agents accurately for assisting a user in searching/retrieving websites via Internet and further allow agents to solve user's particular problem immediately.

As to claim 2, Goedken teaches the claimed limitation "wherein the at least one human search assistant assists the user by searching on the Internet and indicates to the user where the information the user is looking for can be found in the World Wide Web or where the user should be looking on the World Wide Web or giving the user information found in the World Wide Web" as Dr_McWilliams helps John_Doe by searching on Internet and indicates a web site http:www.bats.corn/sonar for more information (figs. 4-8 &10, col. 20, lines 20-25; col. 20, lines 36-40).

As to claim 3, Goedken teaches the claimed limitation "wherein the at least one human search assistant has such expertise in searching on the Internet that the at least one human search assistant can be considered a web librarian" as individuals, who have the expertise to quickly provide thorough, responsive and accurate information, is directed information request. Often time a person exists who knows where to locate and/or has custody of the information that interests a searcher. For example, if the searcher wants to know how bats see in the dark, a zoologist with a specialty in bats could very likely recommend a web page on point and/or answer that question precisely and concisely in a matter of moments. A human expert or a zoologist is represented as a search assistant who is human and a specialist. The human expert or a zoologist is considered as web librarian (col. 1, lines 41-51; col. 8, lines 36-38), "is able to give more information than the place to look on the World Wide Web" as (fig.8).

Goedken does not explicitly teach the claimed limitation "is able to supervise the user consulting the Internet". Busey teaches assuming that a customer does not obtain an appropriate answer to his query then step 312 is performed so that a human agent can be used to resolve the query. For example, an inappropriate response may be where a query returns either no match or a large number of possible matches. An agent supervisor or administrator can set the default handling mechanism--allowing a customer to browse a list of matches or to forward the existing, but insufficient, match to an

agent for resolution. If, for example, a display of a list of matches is the default,

the system executes step 318 to show the list. Else step 316 is performed to

create an online task and to invoke the WebACD as discussed below. The

customer can be allowed to reformulate the question before escalation to the

WebACD, as desired. The customer can be provided with a check box, button or

other web page control asking whether the answer is satisfactory. The above

information shows that the agent supervisor to supervise the user for consulting

(col. 10, lines 36-52).

It would have been obvious to a person of an ordinary skill in the art at the

time the invention was made to apply Busey's teaching of assuming that a

customer does not obtain an appropriate answer to his query then step 312 is

performed so that a human agent can be used to resolve the query to Goedken's

system in order to assist a user to improve searching/retrieving websites via

Internet and further allow agents to solve user's particular problem immediately.

As to claim 6, Goedken does not explicitly teach the claimed limitation "the step

of using voice recognition via the Internet to carry out the user's communication with the

at least one human search assistant".

Busey teaches an agent and customer communicate via a communication

type that can be easily recorded, such as chat, the CIU can record the entire

transcript (or a portion) of the dialogue and transfer the transcript to the WebACD

for storing and future reference, also, such as voice or IP voice, speech recognition, etc. (col. 8, lines 18-26). Other communication types can be recorded. This can be accomplished by audio recording, by Speech recognition is represented as voice recognition.

It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to apply Busey's teaching of an agent and customer communicate via a communication type and using speech recognition to Goedken's system in order to recognize user's voice or vocabularies as spoken by users for helping users in searching information on the Internet efficiently.

As to claim 7, Goedken discloses the claimed limitation subject matter in claim 1, except the claimed limitation "including offering the user a visual representation of the at least one human search assistant". Busey teaches when a customer receives an unsatisfactory answer, or no answer, a dialog box is provided where users can choose to (4) be queued for an online agent. The (4) be queued for an online agent is a visual representation of the human agent (col. 12, lines 64-67; col. 13, lines 1-2).

It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to apply Busey's teaching of when a customer receives an unsatisfactory answer, or no answer, a dialog box is provided where users can choose to (4) be queued for an online agent to Goedken's system in order to directly contact with an agent for assisting a user searching information

on the Internet and further save time searching information on Internet.

As to claim 8, Goedken discloses the claimed limitation subject matter in claim 1, except the claimed limitation "including consulting the human search assistant via a device selected from the group consisting of: a mobile phone, a palmtop, and an interactive television apparatus or the set-top box associated therewith".

Busey teaches a palmtop device (col. 5, lines 45-50).

It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to apply Busey's teaching of a palmtop device to Goedken's system in order to provide wider flexibility and greater capability and provide a portable personal device for storing information when traveling.

As to claim 10, Goedken does not explicitly teach " enabling additional contact of the same search assistant by the user by means of voice recognition, iris recognition or fingerprint recognition".

Busey teaches an agent and customer communicate via a communication type that can be easily recorded, such as chat, the CIU can record the entire transcript (or a portion) of the dialogue and transfer the transcript to the WebACD for storing and future reference. also, such as voice or IP voice. Other communication types can be recorded. This can be accomplished by audio recording, by speech recognition, etc. Speech recognition is represented as voice recognition

(col. 8, lines 18-26).

It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to apply Busey's teaching of speech recognition to Goedken's system in order to recognize user's voice or vocabularies as spoken by users for helping users in searching information on the Internet efficiently.

As to claim 13, Goedken teaches the claimed limitation "wherein the at least one human search assistant assists the user when searching for services" as information custodian 14 can reply or assist a user indirectly when the user wants to search websites via Internet. Websites are represented services (col. 21, lines 43-50; col. 22, lines 1-8).

As to claim 16, Goedken teaches the claimed limitation "including communicating with the user in the user's own language, with or without simultaneous translation" as when Dr_McWilliams receives a question: How do bats see in the darks in English language indirectly from John Doe via email, the Dr_McWilliams answers this question in English language. The above information shows that John Doe is served in his own language without simultaneous translation (figs. 4-8).

7.   Claim 4 is rejected under 35 U.S.C. 103(a) as being unpatentable over Goedken (US 6393423) in view of Busey, Emens, Szlam and further in view of

Hoffman (US 6366906).

As to claim 4, Goedken discloses the claimed limitation subject matter in

claimed 1, except the claimed limitation "wherein the human search assistant

makes use of search engines for searching on the Internet". Hoffman teaches

that a user can select all provided search engines to search information on

Internet (col. 8, lines 56-58; col. 10, lines 39-43, fig. 1).

It would have been obvious to a person of an ordinary skill in the art at the

time the invention was made to apply Hoffman's teaching of the user can selects

all provided search engines to search information on the Internet to Goedken's

system in order to allow human agents to specify search engines for finding

specific information related to a user defined search term efficiently.

8.   Claims 14 and 15 are rejected under 35 U.S.C. 103(a) as being

unpatentable over Goedken (US 6393423) in view of Busey, Emens, Szlam and

further in view of Ng (US 6405175).

As to claim 14, Goedken discloses the claimed limitation subject matter in

claim 13, except the claimed limitation "wherein said services comprise on-line

shopping, price and product comparison".

Ng teaches Internet shopping is powerful not only because of the lower

prices found. Many product reviews are posted on the Internet. The user can

read such product reviews at magazine review site 22. Some online malls 16 link

shoppers to these product-specific reviews, allowing shopper to compare

products as well as prices (col. 2, lines 38-42).

It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to apply Ng's teaching of the user can read product reviews at magazine review site and allowing shopper to compare products as well as prices to Goedken's system in order to allow users to find online products with lower prices and further save user's money when shopping online.

As to claim 15, Goeken discloses the claimed limitation subject matter in claim 1, except the claimed limitation "wherein the at least one human search assistant composes programs for the user comprising films, television or radio or music programs which are provided via the Internet".

Goedken teaches a human assistant such as Dr_McWilliams helps a user in searching information on Internet. Dr_McWilliams provides a webpage corresponding to the received question from a user (figs. 4-8). Ng teaches users could post information about site to download movies (col. 14, lines 37-38).

It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to apply Ng's teaching of downloading movies on the Internet to Goedken's system in order to provide relevance movies based on user's requests to a user quickly.

9. Claims 1, 2, 3, 6, 7, 8, 10, 13 and 16 are rejected under 35 U.S.C. 103(a)

as being unpatentable over Goedken (US 6393423) in view of Busey et al (or

hereinafter "Busey") (US 6377944), Pickering et al (or hereinafter "Pickering")

(US 6493695) and Emens et al (or hereinafter "Emens") (US 6487553).

As to claim 1, Goedken teaches a method for searching information on the

Internet (col. 21, lines 45-47) comprising:

"providing a computer linked to the Internet" as (fig. 10);

"accessing at least one search assistant via a web browser on the computer

linked to the Internet to search for information on the Internet" as the database

manger 140, which includes a search engine associated with the portal 144, is

responsive to information request 18 from a searcher or a user to search the

knowledge database 136 for a reply to the information request 18. If the

database manger 140 is unsuccessful in its search, the selector 110 of the

apparatus 10 could be activated to initiate a search for an information custodian

14 that can rely to the information 18. To answer this request, information

custodians 14 are preferably authorized to search the knowledge database 136

for pre-existing answer on the Internet. For example, after Dr_McWilliams indirectly

receives the information request 18 of a user 12, the DrMcWilliams

provides an answer to the user indirectly. The above information shows that the

information custodian 14 or DrMcWilliam helps the user when searching

information on the Internet. The custodian 14 is represented as one search

assistant (figs. 4-8& 10, col. 21, lines 64-67; col. 22, lines 1-7; col. 20, lines 20-

24),

"wherein the at least one search assistant is human and specialist in searching

on the Internet" as from time to time an information request message 18 will be

routed to an information custodian 14 even though an answer to that information

request exists in the database 136. To address this issue, information

custodians 14 are preferably authorized to search the knowledge database 136

for pre-existing answers. If the custodian 14 finds such an answer, he/she is

preferably authorized to add at least a portion of the current information request

message 18 to the knowledge database 136 as a synonym of the previously

stored request, and to prompt the database manager 140 to initiate the

preparation of a final answer message 24 comprising the previously stored

answer" (see col. 20, lines 20-30). In addition, "a information custodian 14 may

wish to limit the answer request messages 20 he receives to those where a

novice level reply is expected " (see col. 27, line, 39-41).

Clearly, the information custodian 14 is a human who is referred to as

"he/she".

In particularly, Goedken teaches that whenever an information request 18

from a requester 12 is received by the apparatus 10, the database manager 140

conducts a search of the knowledge database to find an answer for responding

to the information request 18 from the requester 12. If the database manager

140 cannot retrieve an answer from a database 136, the information request 18

is passed to the selector 10 to initiate the preparation of an answer request

message 20 to be routed to one or more information custodian 14. To address

this issue, information custodians 14 are search knowledge database 136. If the

custodian 14 finds an answer, he/she prompts the answer to the database

manager to initiate the preparation of a final answer message24 for subsequent

routing to the information requestor 12 (col. 19, lines 34-67; col. 20, lines1-30).

As seen above information, the information custodian assists the

requestor 12 in searching to find an answer by searching the database 136.

Thus, the information custodian is specialize in searching and can assist with

searching;

"transmitting a first information request over the Internet to the at last one

human search assistant" as (figs. 5&6, col. 20, lines 36-39; col. 32, lines 55-58);

"to formulate a first information request; who then reformulates the first

information request into an adapted information request associated with the first

information request" as in response to a message from a first information requester 12

asking (How do bats see in the dark?) as a first version, and information custodian 14

may include the question synonym (How do bats use radar?) as a second version. In

particular, the information custodian 14 may amend the question segment 28 and/or he

may include a question synonym segment to facilitate subsequent automatic and/or

manual retrievals. The above information shows that the custodian 14 reformulates the

question of the requester 12 after receiving the question of the requester 12. The

amended question is represented as an adapted information request (figs. 5&6, col. 20,

lines 36-39; col. 32, lines 55-58),

"applies the adapted information request on at least one search robot for

accessing information related to the first information request, the adapted information

request being placed through an Internet Service Provider which communicates search

obtained by the at least one search robot to the head human search assistant via a

web browser" as after receiving the question 18 of the user 12, the information

custodian 14 may amend the question segment 28 and/or he may include a question

synonym segment to facilitate subsequent automatic and/or manual retrievals and

search an answer in the knowledge database 136. The knowledge database 136 is

stored in a portal 144 that includes a first type of search engine 148. This search engine

is typically responsive to a query received from a searcher to search for web sites

having addresses on the Internet. If the custodian 14 finds such an answer, he/she is

authorized to prompt the database manager 140 to initiate the preparation of a final

answer message 24. For example, after receiving a question from user name John_Doe

indirectly, the custodian 14 or Dr_McWilliams provides an answer including a web site

that contains more information. The above information shows that the custodian 14

applies the amended question to the search engine 148 for accessing information in the

knowledge database 136; thus, the custodian 14 or Dr_McWilliams can provide an

answer to the user John_Doe indirectly (figs. 4-8&10, col.32, lines 55-58; col. 20, lines

25-31). Applicant defined that "search robot" means "search program which can sour

the Internet in searching of the requested information" (page 1, lines 26-28). The

search engine is a program that searches for keywords in a database (Computer

Dictionary, page 424, col. Right, lines 30-33). Thus, the search engine 148 is

represented as the search robot.

Goedken does not explicitly teach the claimed limitations:

" conducting a dialogue with the at least one human search assistant over

the Internet and in real time; wherein the one or more head human search assistants

direct the first information request to an appropriate one of the specialized adjunct

human search assistants; the at least one human search assistant include one or more

head search assistants having below them a number of specialized adjust human

search assistants who each is specialized in one or more fields; the head human search

assistant offering a user a selection of the search results in order for the user to make a

first information selection based on the first information request displayed via the web

browser".

Busey teaches the claimed limitations:

"conducting a dialogue with the at least one human search assistant over

the Internet and in real time" as the CIU manages the physical communications

channels between customers and agents. The CIU module provides real-time

text discussion, or chat, with multimedia extensions allowing agents and

customers to interact immediately to solve a particular problem. The CIU also

provides a number of interfaces to extension modules, including computer-

telephony integration (allowing customers to request a telephone call-back) and

H.323 (i.e., "voice packet," or "packet over IP") to PBX integration. The latter

function allows agents to speak with a customer via their telephone handset,

while the customer uses an Internet phone (H.323 compliant software) on their

end of the connection (col. 7, lines 5-18);

"the at last one human search assistant includes one or more head search assistants having below them a number of specialized adjust human search assistants who each is specialized in one or more fields" as an agent supervisor or administrator can set the default handling mechanism--allowing a customer to browse a list of matches or to forward the existing, but insufficient, match to an agent for resolution. If, for example, a display of a list of matches is the default, the system executes step 318 to show the list. Else step 316 is performed to create an online task and to invoke the WebACD as discussed below. The customer can be allowed to reformulate the question before escalation to the WebACD, as desired. The customer can be provided with a check box, button or other web page control asking whether the answer is satisfactory. The above information shows that the agent supervisor to supervise the user for consulting (col. 10, lines 36-52);

Emens teaches the claimed limitation "the head human search assistant offering a user a selection of the search results in order for the user to make a first information selection based on the first information request displayed via the web browser" as a user is able to select results from a search which the user desires to carry over into a subsequent of search (col. 5, lines 1-5).

Pickering teaches the claimed limitation " wherein the one or more head human search assistants direct the first information request to an appropriate one of the specialized adjunct human search assistants " as the Call center administrator may assign tasks or work to one or more selected agents 226 (or to all of them) by inserting

an interaction 214 into the call center workflow. The interaction 214 may include

a task or job to be performed by one or more agents 226. Such a task may be

related to customer interactions or may be entirely independent thereof. The agents,

who initially handle calls or tasks, will answer customer's question. The

above information shows that the call center administrator has below her a list of

agents who are specialized in one or more field to answer customers' questions.

Agents are represented as human search assistants. The call center

administrator is represented as a head human search assistant (col. 10, lines 1-

7; col. 9, lines 49-51 ; col. 5, lines 11-13).

It would have been obvious to a person of an ordinary skill in the art at the

time the invention was made to apply Busey's teaching of providing real-time text

discussion, or chat, with multimedia extensions allowing agents and customers to

interact immediately to solve a particular problem and an agent supervisor or

administrator can set the default handling mechanism--allowing a customer to

browse a list of matches or to forward the existing, but insufficient, match to an

agent for resolution and Pickering's teaching of the call center administrator

assigns tasks to one or more selected agents by inserting an interaction 214 into

the call center workflow to allow agents who answer questions of customer and

Emens's teaching of a user is able to select results from a search which the user

desires to carry over into a subsequent of search to Goedken's system in order

to handle all user communications in a homogeneous or flexible manner for

helping a user to search information on the internet and further allow agents to

solve user's particular problem immediately.

As to claim 2, Goedken teaches the claimed limitation "wherein the at least one
human search assistant assists the user by searching on the Internet and indicates to
the user where the information the user is looking for can be found in the World   Wide
Web or where the user should be looking on theWorld Wide Web or giving the user
information found in the World Wide Web" as DrMcWilliams helps John_Doe by
searching on internet and indicates a web site http:www.bats.com/sonar for more
information (figs. 4-8 &10, col. 20, lines 20-25; col. 20, lines 36-40).

As to claim 3, Goedken teaches the claimed limitation "wherein the at least one
human search assistant has such expertise in searching on the Internet that the at least
one human search assistant can be considered a web librarian" as individuals, who
have the expertise to quickly provide thorough, responsive and accurate information, is
directed information request. Often time a person exists who knows where to
locate and/or has custody of the information that interests a searcher. For
example, if the searcher wants to know how bats see in the dark, a zoologist with
a specialty in bats could very likely recommend a web page on point and/or
answer that question precisely and concisely in a matter of moments. A human
expert or a zoologist is represented as a search assistant who is human and a
specialist. The human expert or a zoologist is considered as web librarian (col.
1, lines 41-51; col. 8, lines 36-38), "is able to give more information than the

place to look on the World Wide Web" as (fig.8).

Goedken does not explicitly teach the claimed limitation "is able to

supervise the user consulting the Internet".

Busey teaches assuming that a customer does not obtain an appropriate answer to his

query then step 312 is performed so that a human agent can be used to resolve the

query. For example, an inappropriate response may be where a query returns either no

match or a large number of possible matches. An agent supervisor or administrator can

set the default handling mechanism--allowing a customer to browse a list of matches

or to forward the existing, but insufficient, match to an agent for resolution. If, for

example, a display of a list of matches is the default, the system executes step 318 to

show the list. Else step 316 is performed to create an online task and to invoke the

WebACD as discussed below. The customer can be allowed to reformulate the question

before escalation to the WebACD, as desired. The customer can be provided with a

check box, button or other web page control asking whether the answer is satisfactory.

The above information shows that the agent supervisor to supervise the user for

consulting (col. 10, lines 36-52).

It would have been obvious to a person of an ordinary skill in the art at the

time the invention was made to apply Busey's teaching of assuming that a

customer does not obtain an appropriate answer to his query then step 312 is

performed so that a human agent can be used to resolve the query to Goedken's

system in order to assist a user to improve searching/retrieving websites via

Internet and further allow agents to solve user's particular problem immediately.

As to claim 6, Goedken discloses the claimed limitation subject matter in claim 5, except the claimed limitation "including using voice recognition via the Internet to carry out the user's communication with the at least one human search assistant".

Busey teaches an agent and customer communicate via a communication type that can be easily recorded, such as chat, the CIU can record the entire transcript (or a portion) of the dialogue and transfer the transcript to the WebACD for storing and future reference. Other communication types can be recorded, also, such as voice or IP voice. This can be accomplished by audio recording, by speech recognition, etc. Speech recognition is represented as voice recognition (col. 8, lines 18-26).

It would have been obvious to a person of an ordinary skill in [he art a[the time the invention was made to apply Busey's teaching of an agent and customer communicate via a communication type and using speech recognition to Goedken's system in order to recognize user's voice or vocabularies as spoken by users for helping users in searching informa[ion on the Internet efficiently.

As to claim 7, Goedken discloses the claimed limitation subject matter in claim 1, except the claimed limitation "including offering the user a visual representation of the at least one human search assistant".

Busey teaches when a customer receives an unsatisfactory answer, or no answer, a dialog box is provided where users can choose to (4) be queued for an online agent. The (4) be queued for an online agent is a visual representation of the human agent (col. 12, lines 64-67; col. 13, lines 1-2).

It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to apply Busey's teaching of when a customer receives an unsatisfactory answer, or no answer, a dialog box is provided where users can choose to (4) be queued for an online agent to Goedken's system in order to directly contact with an agent for assisting a user searching information on the Internet and further save timesearching information on Internet.

As to claim 8, Goedken discloses the claimed limitation subject matter in claim 1, except the claimed limitation "including consulting the human search assistant via a device selected from the group consisting of: a mobile phone, a palmtop, and an interactive television apparatus or the set-top box associated therewith".

Busey teaches a palmtop device (col. 5, lines 45-50).

It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to apply Busey's teaching of a palmtop device to Goedken's system in order to provide wider flexibility and greater capability and provide a portable personal device for storing information when traveling.

As to claim 10, Goedken discloses the claimed limitation subject matter in claim 9, except the claimed limitation" enabling additional contact of the same search assistant by the user by means of voice recognition, iris recognition or fingerprint recognition".

Busey teaches an agent and customer communicate via a communication type that can be easily recorded, such as chat, the CIU can record the entire transcript (or a portion) of the dialogue and transfer the transcript to the WebACD for storing and future reference; also, such as voice or IP voice. Other communication types can be recorded. This can be accomplished by audio recording, by speech recognition, etc. Speech recognition is represented as voice recognition (col. 8, lines 18-26).

It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to apply Busey's teaching of speech recognition to Goedken's system in order to recognize user's voice or vocabularies as spoken by users for helping users in searching information on the Internet efficiently.

As to claim 13, Goedken teaches the claimed limitation "wherein the at least one human search assistant assists the user when searching for services" as information custodian 14 can reply or assist a user indirectly when the user wants to search websites via Internet. Websites are represented services (col. 21, lines 43-50; col. 22, lines 1-8).

As to claim 16, Goedken teaches the claimed limitation "including communicating with the user in the user's own language, with or without simultaneous translation" as when Dr_McWilliams receives a question: How do bats see in the darks in English language indirectly from John Doe via email, the Dr_McWilliams answers this question in English language. The above information shows that John Doe is served in his own language without simultaneous translation (figs. 4-8).

10. Claim 4 is rejected under 35 U.S.C. 103(a) as being unpatentable over Goedken (US 6393423) in view of Busey, Pickering and Emens and further in view of Hoffman (US 6366906).

As to claim 4, Goedken discloses the claimed limitation subject matter in claimed 1, except the claimed limitation "wherein the human search assistant makes use of search engines for searching on the Internet". Hoffman teaches that a user can select all provided search engines to search information on Internet (col. 8, lines 56-58; col. 10, lines 39-43, fig. 1).

It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to apply Hoffman's teaching of the user can selects all provided search engines to search information on the Internet to Goedken's system in order to allow human agents to specify search engines for finding specific information related to a user defined search term efficiently.

11. Claims 14 and 15 are rejected under 35 U.S.C. 103(a) as being

unpatentable over Goedken (US 6393423) in view of Busey, Pickering and

Emens and further in view of Ng (US 6405175).

As to claim 14, Goedken discloses the claimed limitation subject matter in

claim 13, except the claimed limitation "wherein said services comprise on-line

shopping, price and product comparison".

Ng teaches Internet shopping is powerful not only because of the lower

prices found. Many product reviews are posted on the Internet. The user can

read such product reviews at magazine review site 22. Some online malls 16 link

shoppers to these product-specific reviews, allowing shopper to compare

products as well as prices (col. 2, lines 38-42).

It would have been obvious to a person of an ordinary skill in the art at the

time the invention was made to apply Ng's teaching of the user can read product

reviews at magazine review site and allowing shopper to compare products as

well as prices to Goedken's system in order to allow users to find online products

with lower prices and further save user's money when shopping online.

As to claim 15, Goeken discloses the claimed limitation subject matter in

claim 1, except the claimed limitation "wherein the at least one human search

assistant composes programs for the user comprising films, television or radio or music

programs which are provided via the Internet". Goedken teaches a human

assistant such as Dr_McWilliams helps a user in searching information on Internet. Dr_McWilliams provides a webpage corresponding to the received

question from a user (figs. 4-8). Ng teaches users could post information about site to download movies (col. 14, lines 37-38).

It would have been obvious to a person of an ordinary skill in the art at the time the invention was made to apply Ng's teaching of downloading movies on the Internet to Goedken's system in order to provide relevance movies based on user's requests to a user quickly.

Conclusion

12.   The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.
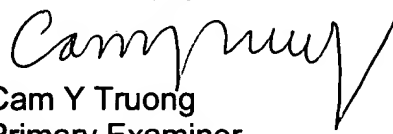
Sazbo (US 6326962).

Contact Information

13.   Any inquiry concerning this communication or earlier communications from the

examiner should be directed to Cam Y T. Truong whose telephone number is (571)

272-4042. The examiner can normally be reached on Monday to Firday.

        If attempts to reach the examiner by telephone are unsuccessful, the examiner's

supervisor, John Breene can be reached on (571) 272-4107. The fax phone number for

the organization where this application or proceeding is assigned is 571-273-8300.

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Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a

USPTO Customer Service Representative or access to the automated information

system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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